

INTERNAL REVENUE SERVICE (IRS) CUSTOMER SATISFACTION SURVEY
IRS SMALL BUSINESS/SELF EMPLOYED
FIELD EXAMINATION

The IRS is trying to improve its service to the public. You can help in this important mission by providing your feedback below. This voluntary survey should take less than 5 minutes to complete. Your identity will not be provided to the IRS. If you have any questions about this survey, please call the survey processing center at 1-888-260-0052.

The following questions ask your opinion regarding how the IRS handled your most recent audit. For each question, *regardless of whether you agree or disagree with the final outcome*, please mark the appropriate circle next to the response that best applies to you.

How satisfied are you with ...	Very Dissatisfied 1	Somewhat Dissatisfied 2	Neutral 3	Somewhat Satisfied 4	Very Satisfied 5	Don't Know/ Not Applicable
1. The initial information the IRS provided (e.g., letters/notices, phone calls, IRS publications) so that you knew what to expect during the audit?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The explanation of how long the audit process would take from start to finish?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The flexibility of the auditor in scheduling meetings/calls?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The explanation the auditor provided as to the reason(s) for the audit?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. How well the IRS communicated with you throughout the audit process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The explanation of why more records were requested after the initial appointment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The time you were given to provide all information requested by the IRS?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The explanation your auditor gave you about why the audit expanded from the issues you were initially informed about?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The amount of time you personally had to spend on the audit?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The professionalism of your auditor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. The auditor's understanding of your business?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. The tax knowledge of your auditor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The timeliness of the status updates the auditor provided during the audit?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. The usefulness of the status updates?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. The timeliness of the IRS auditor in responding to your inquiries?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. The explanation of why changes were made to your return?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. The length of the audit process from start to finish?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Understanding that you have payment options?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. If a manager was involved with your audit, how satisfied were you with the way he or she affected your audit?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your audit was handled?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Did you view the video series, "Your Guide to an IRS Audit," available at www.irs.gov?

Yes No

22. If you saw the video series, did it help you prepare for your audit?

Yes No Not applicable

Answer the following questions only if a change was proposed to your tax return.

23. Based on your interactions with the IRS in an audit of your tax return, do you now know what to do to prevent similar tax problems in the future?

Yes No

24. What additional information could IRS provide to help you prevent similar problems in the future?

25. For this audit, were you...? (Check **one** only)

- Taxpayer
- A tax professional who represented the taxpayer
- Someone else who represented the taxpayer

26. Please provide any comments or suggestions for improvement.

Occasionally, we conduct additional in-depth IRS-related research. Research participants may receive a small monetary incentive to participate depending on the research. If you are interested in participating in future research, please provide us with your telephone number and your e-mail address (if available). This information will not be shared with the IRS and will be used only for research purposes.

Telephone Number: () _____ **E-mail address:** _____



If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or now face a significant hardship due to the application of the tax law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4778.

Thank you for completing the survey.
Please return this questionnaire to P.O. Box 64529, St. Paul, MN 55164-9614

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the: Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.